

## Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

### Program: PSA 6 - Self Help for the Elderly

From: 07/01/2011 To: 06/30/2012

| Performance Measures (PM) and Benchmarks   |                      |                            |              |                                     |   |  |                                       |   |         |
|--|----------------------|----------------------------|--------------|-------------------------------------|---|--|---------------------------------------|---|---------|
|  | PM 1.1               | PM 1.2                     | PM 2.1       | PM 2.2                              | PM 2.3  | PM 2.4                                     | PM 2.5                                | PM 2.6  | PM 2.7  |
|  | Clients<br>Counseled | Public and<br>Media Events | All Contacts | Persons<br>Reached at<br>PAM Events | Contacts w/<br>Medicare<br>Beneficiaries<br>Due to Disability | Contacts w/<br>Low Income<br>Beneficiaries | Enrollment/<br>Assistance<br>Contacts | Part D<br>Enrollment/<br>Assistance<br>Contacts | FTE     |
| Current Results  | 1,069                | 73                         | 8,630        | 15,426                              | 1,456   | 3,166                                      | 1,868                                 | 1,673   | 10.44   |
| CDA Established Benchmark  | 1,495                | 93                         | 9,748        | 11,968                              | 414   | 993  | 2,075                                 | 1,404   | 2.19    |
| Needed to Reach Benchmark  | 426                  | 20                         | 1,118        | -3,458                              | -1,042  | -2,173                                     | 207                                   | -269  | -8.25   |
| % Above or Below Benchmark   | 28.49                | 21.51                      | 11.47        | -28.89                              | -251.69   | -218.83                                    | 9.98                                  | -19.16  | -376.54 |
| Results for Same Time Last Year  | 1,456                | 112                        | 10,290       | 15,709                              | 2,031   | 4,734                                      | 3,551                                 | 3,181   | 13.87   |
|  |                      |                            |              |                                     |   |  |                                       |   |         |
| Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice |                      |                            |              |                                     |   |  |                                       |   |         |
| Current Attainment   |                      |                            | 69.5         | 124.2                               | 88.2  | 85.8                                       | 15.0                                  | 13.5  |         |
| CMS Mimimum Attainment   |                      |                            | 23.5         | 40.2                                | 29.8  | 27.8                                       | 16.5                                  | 7.0   |         |
| CMS Exemplary Attainment   |                      |                            | 52.5         | 195.9                               | 55.6  | 52.6                                       | 42.3                                  | 26.1  |         |